

**EXHIBIT 13**

Request number: 1-14301320

Safety related: null

Owner:  Privacy

Address:  Privacy

Owner phone:  Privacy

Vin:  Privacy

Make: Saturn - GM

Model: ION 3

Year :2003

Mod\_time :2008-10-19 05:25:02.962466

Open date : 2004-11-29

Odometer : 18455

Closed date : 2004-12-10

Complaint number :1

Complaint code 0 N03

Complaint text 0 Ignition System

Component code 0

Agent notes : 0 No Symptom Indicated

Repair attempts 0 0

Description:

Work history number: 20

1-802Z-11053|EVENT|null|null|2004-11-30|00:00:00| 2004-11-30  
1-802Z-11056|EVENT|null|null|2004-12-01|00:00:00| 2004-12-01  
1-802Z-11057|EVENT|null|null|2004-12-03|00:00:00| 2004-12-03  
1-802Z-11058|EVENT|null|null|2004-12-10|00:00:00|OWNER STATED: \*SHE IS FRUSTRATED BECAUSE  
THIS IS THE SAME CONCERN AS IN THE PAST. \*THE VEHICLE WILL START, THEN NOT START. \*THEY  
COULD NOT DUPLICATE THE CONCERN, BUT, THEY MADE REPAIRS. \*SHE DOES NOT WANT THIS VEHICLE AT  
ALL. I STATED: \*I APOLOGIZE FOR THE CONCERNS. \*I UNDERSTAND YOUR FRUSTRATIONS. \*THIS  
VEHICLE IS CURRENTLY REPAIRED. \*I HAVE CONFIDENCE THE FACILITY DID THE APPROPRIATE REPAIR.  
\*YOU AS A CONSUMER HAS CONSUMER RIGHTS THAT YOU CAN INVESTIGATE. \*I WOULD LIKE TO UPGRADE  
YOUR CURRENT SSP TO A 4/50/\$0 EVC OR I CAN GW A 12/15 BASIC CARE. OWNER STATED: \*SHE WILL  
TAKE THE 12/15 BASIC CARE. \*IF THIS HAPPENS AGAIN SHE WILL WANT SATURN TO TAKE HER OUT OF  
THIS VEHICLE. |2004-12-10  
1-802Z-11060|EVENT|null|null|2004-11-30|00:00:00||2004-11-30  
1-802Z-11062|EVENT|null|null|2004-11-30|00:00:00| 2004-11-30  
1-802Z-11064|EVENT|null|null|2004-11-30|00:00:00||2004-11-30  
1-802Z-11068|EVENT|null|null|2004-12-01|00:00:00||2004-12-01  
1-802Z-11071|EVENT|null|null|2004-11-29|00:00:00||2004-11-29  
1-802Z-11073|EVENT|null|null|2004-11-30|00:00:00|IN SERV DATE: 07-16-2003 IN SERV MILES:  
5951 PLAN S 3/50/\$0 EVC CASE AMOUNT 2998.43 - \$1500 INCENTIVES = 1498.43 MILEAGE NOT  
ACCURATE BUSINESS CASE SUPPORTS ASSISTANCE. GW SHOULD BE CONSIDERED SINCE VEHICLE HAS BEEN  
REPAIRED. NEED TO KNOW IF VEHICLE IS 18455 01 VW 11 18 04 C/S VEHICLE HAD CRANK NO START  
PROBLEM TECH TEST AND REPLACED THE IGNITION SWITCH AND RELEARN PASS LOCK AND CLEARED  
THE CODES. REPLACE THE ECM AND PERFORMED CRANK LEARN ~ECM CAUSED NO PROBLEM  
FOR IGN. SWITCH 18455 03 PW 11 18 04 CUSTOMER STATES VEHICLE HAS EXTENDED CRANK NO  
STAR T IN THE AM OR AFTER VEHICLE SITS FOR EXTENDED AMO UNT OF TIME. TECH INSPECTED AND  
FOUND CODE SET FOR B2960 AND B3303. FOUND IGNITION SWITCH SHORTED. R EFER TO SO 1201952.  
1-26-04, 11879 NEC TO PARTS WARRANTY ~OK TO PARTS WARRANTY PER  
CHAD ~ORIGINAL #12450250 TO 103787752 18445 01 VW 11 15 04 CUSTOMER  
STATES VEHICLE HAS EXTENDED CRANK IN THE MORNING TECH LET CAR SIT OUTSIDE ALL NIGHT. STATE  
D CAR IN THE MORNING NO PROBLEM. CHECKED FOR CCODES BUT NONE HAVE SET IN ANY MODULE CHECK  
FOR BULLETIN S. NONE FOUND. ADVISE CUSTOMER NEED FURTHER IDAG A ND TO HAVE VEHICLE IN WHEN

PROBLEM IS HAPPENING ~EXCESSIVE DIAG TIME 18445 02 VW 11 15 04 CUSTOMER STATES DRIVERS SIDE REAR REVERSE LIGHT IS INOP. TECH INSPECTED AND VERIFIED CONCERN, NECESSARY TO REPLACE RIGHT TAIL LAMP HARNESS 11976 02 VW 02 02 04 CUSTOMER STATES THAT WHILE DRIVING THE CA|2004-11-30

1-8035-151697|EVENT|null|null|2004-12-13|00:00:00|FULFILLED:GW BASIC CARE LETTER.  
SR#1-8IIYW|2004-12-13

1-803T-149044|EVENT|null|null|2004-11-30|00:00:00|OWNER STATED IF YOU COULD CALL AFTER 5:00 PM AT [REDACTED] **Privacy** |2004-11-30

1-803X-9580|EVENT|null|null|2004-11-29|00:00:00|\*\*\*\*RESEARCH\*\*\*\* THE OWNER'S FATHER, [REDACTED] **Privacy** STATED: \*THIS IS HIS DAUGHTER'S VEHICLE AND SHE'S HAVING CONCERNS WITH THE VEHICLE GOING DEAD. \*THIS CONCERN CAUSED AN ACCIDENT AND THEY HAD A PREVIOUS 1241 AT SR# 1-10414216. \*THE OWNER HAS LOST CONFIDENCE IN THE VEHICLE. \*THE VEHICLE HAS HAD 3 IGNITION SWITCHES, 1 FUEL PUMP AND A NEW OIL SENSOR. \*HE FEELS THE VEHICLE IS UNSAFE. \*THIS CONCERN STARTED AROUND 11,800. \*THE VEHICLE HAD 5,000 MILES ON IT AT PURCHASE. \*HE FEELS S/TROY ISN'T CONCERNED FOR HIS DAUGHTER'S SAFETY. \*SHE TOOK THE VEHICLE IN BECAUSE IT HAD GONE DEAD AGAIN. \*THEY KEPT THE VEHICLE FOR 2 DAYS AND DIDN'T REPAIR ANYTHING. \*THEY RETURNED THE VEHICLE TO HER AND ADVISED HER THEY COULDN'T FIND ANYTHING WRONG. \*THE NEXT MORNING THE VEHICLE WENT DEAD AGAIN. \*SHE HAD THE VEHICLE TOWED IN AND THEY REPLACED THE IGNITION WITH THE 3RD IGNITION. \*THEY ADVISED HER THIS IS AN UPDATED IGNITION SWITCH. \*WHEN THE VEHICLE GOES DEAD ALL THE ELECTRICAL GOES OUT AND THE STEERING WHEEL LOCKS UP. \*HE FEELS SATURN SHOULD BEND OVER BACKWARDS FOR HER SINCE THEY COULD BE HELD LIABLE FOR SOME OF THE THINGS THAT HAVE HAPPENED \*HE'S A LOYAL GM OWNER. \*THE OWNER'S FATHER WANTS TO BE KEPT POSTED ON WHAT'S GOING ON WITH THIS. \*HIS PHONE # IS [REDACTED] **Privacy** SEEKING: THE OWNER IS SEEKING TO HAVE THE VEHICLE REPLACED WITH ANOTHER SATURN. |2004-11-29

1-804D-36794|EVENT|null|null|2004-11-30|00:00:00|[REDACTED] STATED HE RECEIVED MY MESSAGE. THE VEHICLE WAS IN FOR AN EXTENDED CRANK. WE DID THE REPAIR UNDER PARTS WARRANTY. THE ENGINEERS HAVE AN IMPROVED IGNITION SWITCH SINCE WE DID THE LAST REPAIR IN JANUARY. |2004-11-30

1-804F-1580|EVENT|null|null|2004-12-10|00:00:00||2004-12-10

1-804G-170021|EVENT|null|null|2004-12-09|00:00:00|FULFILLED:UNABLE TO CONTACT - GENERAL.  
SR#1-8IIYW|2004-12-09

1-804G-76671|EVENT|null|null|2004-12-10|00:00:00||2004-12-10

1-804I-134013|EVENT|null|null|2004-12-10|00:00:00|CREATED:GW BASIC CARE LETTER.  
SR#1-8IIYW|2004-12-10

1-804J-25879|EVENT|null|null|2004-12-06|00:00:00|CREATED:UNABLE TO CONTACT - GENERAL.  
SR#1-8IIYW|2004-12-06

1-804K-131104|EVENT|null|null|2004-12-06|00:00:00|OWNER STATED SHE CALLED AND SHE WILL TRY TO CALL YOU WEDNESDAY. |2004-12-06

Dealer name : Saturn Of Troy, Inc.

Dealer address : 1790 Maplegrove, Troy, MI, 480844611, USA

Repurch buy\_back\_mile: 0

Repurch nada: 0